

**PERFORMANCE REQUIREMENTS STANDARDS (PRS)**

**1.0. PURPOSE**

1.1. Table 1 defines performance evaluation standards and methods of surveillance.

1.2. Column 1 lists the PWS requirements that the government will surveil.

1.3. Column 2 defines the standard of performance for each listed service.

1.4. Column 3 sets forth the maximum allowable deviation from standard performance that may occur before the government requests the PA to make the appropriate corrections at no additional charge to the government; this column also defines the lot size used as the basis for surveillance.

1.5. Column 4 sets forth the surveillance methods the government will use to evaluate the PA's performance in meeting contract standards for the listed tasks.

1.6. The government reserves the right to use any other form of surveillance as may be deemed necessary to evaluate performance. The government reserves the right to evaluate any other performance standard not specifically defined in this requirement.

**SOLICITATION NO. N00173-00-R-MA02**  
**Enclosure (3)**

**Table 1. Performance Requirements Standards**

Required Service	Standard	Performance/Timeliness Requirements	Surveillance Method <sup>1</sup>
PWS 5.1 Publication Services	PA shall provide Publication Services IAW 5.1.	Defect Level: No more than 5% of printer-ready publication's pages require revision. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of publications pages produced in month	Customer feedback/random sampling/workload tracking system.
PWS 5.2 Visual Information Services	PA shall provide Visual Information Services IAW 5.2.	Defect=piece requiring revision. 2% defects in work. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of output pieces for work orders per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.3 Exhibits	PA shall provide Exhibit Services IAW 5.3.	Defect=piece requiring revision. 2% defects in work. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of output pieces for work orders per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.4 Multimedia Products	PA shall provide Multimedia Products IAW 5.4.	Defect=piece requiring revision. 2% defects in work. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of output pieces for work orders per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.5 Photographic Library	PA shall provide Photographic Library Support IAW 5.5.	Defect=piece requiring revision. 2% defects in work. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of output pieces for work orders per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.6 Auditorium and Conference Support	PA shall provide Auditorium and Conference Support IAW 5.6.	Defect=service deficiency needing correction. 2% defects in event. No more than 5% of agreed upon due dates are missed. Lot size=Number of events per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.7 Video Teleconferencing Center	PA shall provide Video Teleconferencing Support IAW 5.7.	Defect=service deficiency needing correction. 2% defects in event. No more than 5% of agreed upon due dates are missed. Lot size=Number of events per month.	Customer feedback/random sampling/workload tracking system.
PWS 5.8 Imaging Services	PA shall provide Imaging Services IAW 5.8.	Defect=piece requiring revision. 2% defects in work. No more than 5% of agreed upon due dates are missed. Initial price estimates are not overrun more than 5% of the time. Lot size=Number of output pieces for work orders per month.	Customer feedback/random sampling/workload tracking system.

<sup>1</sup> The government reserves the right to use any form of surveillance as may be deemed necessary to evaluate performance.

The government reserves the right to evaluate any other performance standard not specifically defined in this requirement.